



## Technical Support

How do I print my application and promissory note?

**First, disable any pop-up blocking software.**

To print:

- Click "Print my completed loan application and promissory note" link from the welcome page (under "You can"), and log on.
- Enter Borrower (or co-borrower, cosigner or joint cosigner if applicable) SSN and the loan reference number.
- Click on the Borrower (or co-borrower, cosigner or joint cosigner if applicable) button and then click "Print loan application and promissory note" to launch the document (Adobe PDF).

You may see some messages asking if you want to allow the system to print (depending on your browser settings). Once you respond, the loan application will be displayed in a separate window to be printed.

You may get both a blank screen and the form with your data. Move the blank screen aside to get to the form that you want to print.

I am having trouble printing. What should I do to troubleshoot and resolve the problem?

- We recommend using Internet Explorer 9.0+ to access and print the application. If you are using a different browser and are experiencing a problem, please try again using IE.
- If you are using any pop-up blocking software, please turn it off. You may have more than one pop-up blocker installed, so check that all are turned off.
- Make sure you have Adobe Acrobat Reader 8.0 or greater installed on your computer. If not, upgrade free at [www.adobe.com](http://www.adobe.com).
- If you see the document on screen but can't print, check that your printer is on, all cables are secure, and there is enough paper and ink.

If you have followed the steps above but you do not see the form, please check to see if the form is minimized or hiding behind other windows you have open. If you double click the print link, sometimes the top window will hide the pop-up form.

### Reminders:

- It may take several minutes for your application data to display and be ready to print, especially if you are using a slower type of internet connection.
- If you opted not to eSign, please have each party to the loan sign the application and sign the promissory note before mailing it to HESAA for final processing. Be careful to have each party sign in the proper places, your name will print below the lines where you should sign.



- Please DO NOT hand-write your application after you have applied on line. Doing so will cause a delay in processing. Please include your loan reference number on all correspondence (including email) so that we can assist you.
- If you are still unable to print after having upgraded to the newest version of Adobe and reviewing the printing questions above, please contact us for help. Be sure to include your application reference number if you are sending us an email.

When I try to print, I get an error that says, "File is damaged and cannot be repaired" what should I do?

Please make sure you are using a newer version of Adobe Acrobat Reader (at least 8.0, preferably 9.0+). If you need to upgrade please go to [www.adobe.com](http://www.adobe.com) (it's free). Also, if you are using a slow internet connection, you may experience difficulty.

We recommend using Internet Explorer 9.0+ to complete your application. If you are not sure, of the version on your computer, please go to [www.microsoft.com](http://www.microsoft.com) to check for updates or to upgrade.

If you are still unable to print after having checked your software and reviewing the printing questions above, please contact us for help.